

KARRATHA is CALLING

REAP Front of House Duty Manager - Casual Rate \$48.8133 per hour Including Loading

Are you passionate about delivering exceptional customer experiences in a live events environment?

This is an exciting opportunity to play a key role in delivering arts, culture and entertainment experiences for the Pilbara community. You'll work within a vibrant venue, contribute to high-profile events, and help create memorable experiences for visitors and performers alike.

The City of Karratha is seeking a proactive and customer-focused Front of House Duty Manager to oversee front of house operations, support successful event delivery, and ensure a safe and welcoming experience for patrons at the Red Earth Arts Precinct.

What you'll be doing:

- Lead front of house operations during performances, events and box office opening hours.
- Supervise ushers, bar, kiosk and event staff to ensure exceptional customer service. Coordinate event delivery with touring companies, contractors and internal stakeholders.
- Ensure venue presentation, patron safety and compliance with emergency and liquor licensing requirements.

What we're looking for:

- Strong customer service and stakeholder engagement skills.
- Experience supervising staff in events, hospitality, venues or arts environments.
- Proven ability to manage multiple priorities and solve problems under pressure.
- Strong communication skills.
- Experience handling cash, reconciliations and point-of-sale systems.
- Ability to work autonomously and make sound decisions.
- Experience with SABO ticketing systems, social media or marketing activities is desirable.
- Current C Class Driver's Licence.
- National Police Clearance (issued within the last six months).
- Approved Manager certification under the Liquor Licensing Act, or willingness to obtain.
- Ability to undertake Fire Warden Training.
- Working with Children Check (desirable).
- Current First Aid Certificate (desirable).

Why join us?

You'll be part of a passionate team delivering cultural, artistic, and community experiences that make a difference. Along with a competitive salary, you'll enjoy: